

SCHOOLS CHANNEL
DIRECT LOAN SCHOOL RELATIONS
WASHINGTON



Team Roster

Clarence Hicks
 Demetrius Bellizaire
 Erik Zeck
 Marie Carroll

Ronald Selepak
 Stephanie Courtney
 Ellis Williams
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Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	80.6	82.2			
	Other survey					
EMPLOYEE SATISFACTION		3.68	3.85			
UNIT COST	Your Portion		\$.03		\$.03	
	Other					

Contributions

Status

Provide specific, timely, accurate and reliable information to regional offices in the following areas:

Default Management
 Training (EdExpress,R2T4)
 PYCO

Provide specific, timely, accurate and reliable information to regional Offices on Common Origination and Disbursement (COD).

